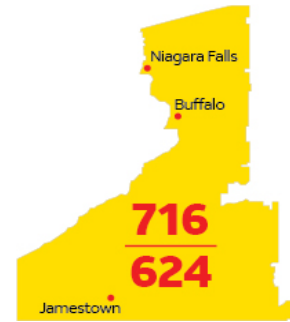


The New 624 Area Code is Coming to the 716 Area Code Region in New York

FOR IMMEDIATE RELEASE

Albany, NY (November 7, 2023) - With new telephone numbers in high demand, the New York Public Service Commission approved the implementation of the new 624 area code to overlay the existing 716 area code region. The 716 area code is in the western portion of New York and includes all or parts of Allegany, Cattaraugus, Chautauqua, Erie and Niagara counties, and serves communities including, but not limited to, Buffalo, Jamestown, Cheektowaga, Tonawanda, Niagara Falls, and West Seneca.



Starting on **November 16, 2023**, customers in the 716 area code overlay region may be assigned a number in the new 624 area code when they request new service or an additional line, but only after the 716 area code is exhausted. The 624 area code will co-exist everywhere in this region with the 716 area code. Customers receiving a 624 area code will be required to dial the area code and phone number for all local calls, just as customers with telephone numbers from the 716 area code do today. Because dialing 10 digits (3-digit area code + 7-digit telephone number) is already established in this region, the eventual addition of the new 624 area code will not require any changes to the way telephone calls are dialed, aside from using the new area code when necessary.

Following are key facts about the 716/624 area code overlay:

- Telephone numbers, including the current area code, will not change.
- Telephone numbers with the new 624 area code will only be assigned for new services after the existing 716 area code is exhausted.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call.
- Customers will continue to dial 10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls.
- Customers can still dial just three digits to reach 911 and 988, as well as 211, 311, 411, 511, 611, 711, and 811 if those are currently available in their community.

Customers should ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 624 area code as a valid area code and should continue to store or program telephone numbers as 10-digit numbers.

For more information, please contact your local telephone service provider or visit the New York Public Service Commission's website at <https://dps.ny.gov/telecommunications>.